



Case study: Care

# Hearing care at your convenience with ReSound Assist



Hearing care professionals recognize the value of ReSound Assist for enhancing the level of service and care of their patients. In fact, in a survey of hearing care professionals who are familiar with ReSound Assist, 100% reported that they would recommend the service\*. The reasons behind this unequivocal endorsement are clear when cases like Jim's are considered.

Jim is a 72-year-old retired mechanical engineer who likes woodworking and fixing up cars. He and his wife lead an active social life and travel often. He experiences a wide variety of sound environments, ranging from quiet time at home, to noisy restaurants and to the buzz of power tools in the workshop. Jim has a moderate-to-severe high frequency hearing loss and has had one previous set of hearing aids that he purchased six years ago. Jim was fit with ReSound LiNX 3D™ hearing aids, installed the ReSound Smart 3D app and signed up for ReSound Assist at the fitting. He did not make any remote service requests between the time of fitting and his follow-up appointment several weeks later.

When Jim returned for his follow-up visit, he reported that he had experimented with the adjustment possibilities in the ReSound Smart 3D app in different situations. He found that he preferred different settings for the volume control and noise reduction. While he was aware that he could save his preferred settings as favorites, he stated that he found it somewhat inconvenient to have to "do all the work." He wished that these changes could be done automatically in all similar environments so that he wouldn't need to save favorites for everywhere he went. Jim's hearing care professional suggested that they try using ReSound Assist to help.

During the following week, when Jim found that he was able to adjust his hearing aids to a different preferred setting than what was programmed, he initiated a request via the ReSound Smart 3D app. He provided a quick note describing what he had changed but the actual adjustments he had made were also transmitted to his hearing care professional

along with the request. During that week, the hearing care professional made four fine-tuning adjustments of the Environmental Optimizer II volume and NoiseTracker II settings based on Jim's requests and self-adjusted settings. By the time of his next appointment, Jim reported fewer needed adjustments during the day and a high level of satisfaction with using ReSound Assist.

"It was easy for me to adjust the hearing aids the way I like and then just to include that I was mowing the lawn or eating breakfast out or whatever when I sent it off," Jim reported. "I got a response back right away that she [the hearing care professional] would look at it and each time I got an update back pretty quickly. Once when my wife and I were playing cards at our friend's house, she even sent it back while I was still there so I could try it out right away."

In each case, Jim's hearing care professional was able to take his description of where he was and see which adjustments he had made. It was then possible to adjust the environmentally dependent volume and noise reduction settings to meet his preferences. An interesting observation was that Jim seemed to prefer a noise reduction pattern that applied a bit more noise reduction in less complex listening situations and a bit less in noisy situations. This is opposite of the standard default settings and would have been more difficult to figure out without the help of the ReSound Smart 3D app and ReSound Assist.

Jim's case clearly illustrates what 94% of hearing care professionals familiar with ReSound Assist agree on\*:

- ReSound Assist helps the hearing care professional to understand the user's sound experience outside the clinic.
- ReSound Assist enables the hearing care professional to deliver the best fit within a shorter time than with only conventional fitting and follow-up procedures.

\*Survey of 31 HCPs in 11 different countries who have used Resound Assist at least 10 times.

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